

Financial Management Division



“ONE APHIS - - SHARING INFORMATION”

January 2005

This is the first issuance of “Travel Tidbits” for 2005. Travel Tidbits are designed to provide Agency personnel with the current policies and procedures relating to Federal travel and transportation practices. Travel Tidbits will be emailed to program travel contacts on a monthly basis and they are also available online at www.aphis.usda.gov/mrpbs/travel.html.

This issue provides answers to frequently asked questions regarding the usage of EDS fedtravler.com to make travel reservations. A quick reference guide is also included to assist users with using the Online Booking Engine (OBE).

Frequently Asked Questions About Using EDS Fedtravler.com

1. What is happening to travel at U.S. Department of Agriculture (USDA)?

The current method of booking USDA Federal travel is changing. Electronic Data Systems (EDS) was selected to replace the **Travel Management Centers (TMC)** that currently book travel for USDA. This is the first step in implementing eTravel throughout USDA. APHIS is scheduled to fully implement eTravel on October 1, 2005.

2. Why is my TMC changing?

Current TMC contracts, including the Washington D.C. metropolitan TMC, are expiring beginning December 31, 2004, through August 2005. Within four months, the majority of the TMC contracts will have expired. These contracts will not be renegotiated because of the conversion to eTravel.

3. When is my TMC changing?

The headquarter’s TMC expired on December 31, 2004. Your program TMC contract administrator, Larry Nelson has the date(s) when regional and field

location TMC contracts will expire. You may contact him by email (larry.d.nelson@usda.gov) or by telephone at (612) 336-3225.

4. I am traveling in January, whom should I call?

If the current TMC contract did not expire December 31, 2004, you must use the current TMC until the contract expires. You should continue booking travel through the existing method within your program. If your TMC contract has expired, you must begin using EDS.

5. What if my travel arrangements change after January 1, 2005?

If your TMC contract expired on December 31, 2004, but the TMC issued tickets for January 2005 travel, any changes to your travel arrangements require you to contact EDS at toll free (866) 876-8020 to provide new tickets. To obtain a refund on tickets provided by another TMC, you must contact the issuing TMC.

6. How do I make reservations through EDS?

You may call toll free (866) 876-8020 and make travel arrangements through EDS (Full Service) or you may use their on-line booking engine (OBE) at FedTraveler.com (Self Service).

7. What telephone number do I call to make reservations?

Domestic, Foreign, and emergency travel can all be handled by calling (866) 876-8020.

8. What is the website, if I want to book on line?

www.fedtraveler.com

NOTE: Several incidences have occurred where USDA employees are trying to log into www.fedtravel.com which is an unassociated web address. Please ensure you are logging into the correct web address.

9. How do I receive my login ID?

USDA travelers who already have an existing eAuthentication User ID will use their User ID and a password provided via email to login to the system. For those USDA travelers that do not have an existing eAuthentication User ID and password, a User ID and password has been created for them and can be provided

by contacting EDS at 866/876-8020 or the Travel Services Center (301) 734-8014 upon request.

10. What happens when I login for the first time?

Once you login to FedTraveler.com, you will be prompted to verify your email address. FedTraveler.com will then respond and provide a temporary pin number that will permit you to enter the OBE and then create your own personal pin number.

11. How will the system handle emergency travel?

EDS will have a live representative 24/7 to make travel reservations at (866) 876-8020.

12. Who do I contact if I have a problem with the TMC?

You should contact the EDS help desk at (866) 876-8020.

13. Why would I want to use the OBE instead of calling the toll-free number?

The advantage of using the OBE self-service process over the full service process of calling EDS directly is the price involved. The cost of using the OBE is \$11.00. The full service process cost is \$27.09.

14. What if I need to change my travel plans?

If a change in the travel arises, the traveler must call EDS at (866) 876-8020 to make the change. This call will be considered a full service charge, regardless if the initial arrangements were made using the OBE.

15. When I start a new travel reservation and press the go button, why does the system return that I'm finished or does not respond?

FedTraveler does not work if you have a Pop-up Blocker turned on in your WEB Browser. Please consult with your internal IT Department to set your Pop-up Blocker to allow pop-ups from www.fedtraveler.com or to turn this WEB browser feature off.

16. When I have selected my desired travel arrangements and I am prompted to enter my authorization code and credit card number but the system will not allow me to enter this information, what do I do now?

You are not able to complete the transaction because you are in “ Schedules”. This feature only allows you to view flight schedules, hotel information, rental car, etc. To actually book reservations you must return to your desk top and select the “New Document” radio button at the bottom of the page, then click Go.

17. How do I make common carrier transportation reservations for non government persons or newly hired employees without a travel charge card?

Send an email message to a Travel Services Center Specialist (contact information is provided below) and request a profile be established for the individual. The email request must include the traveler’s name, social security number and employment status (invitational traveler, new hire,etc.). The Travel Specialist will notify the requesting office when the profile is established and provide the Member ID and temporary PIN that has been established for the traveler. The traveler can then access Fedtraveler.com to make common carrier transportation reservations **only** and must select “Government Transportation System” as the payment method.

A Quick Reference Guide provided by EDS for Activating Your Account, Using the Online Booking Engine, Reserving Flights, Rails, Hotel and Rental Car is available on the Travel Services Center’s web page:
www.aphis.usda.gov/mrpbs/travel.html.

TRAVEL SERVICES CENTER CONTACT INFORMATION:

<u>SPECIALISTS</u>	<u>EMAIL</u>	<u>PHONE NUMBERS</u>
CANDY ANDERSON	CANDY.L.ANDERON@USDA.GOV	301) 734-7743
MICHELLE BATTLE	MICHELLE.A.BATTLE@USDA.GOV	(301) 734-7456
CHEMIN BOLDEN	CHEMIN.S.BOLDEN@USDA.GOV	(301) 734-8788
CATHY TIMMS	CATHY.L.TIMMS@USDA.GOV	(301) 734-4865

This publication was prepared by:

**Animal and plant Health Inspection Service
Financial Management Division
Financial Services Branch
Travel Services Center
4700 River Road
Riverdale, MD 20737
Phone: (301) 734-8014
Fax: (301) 734-5972
Website: www.aphis.usda.gov/mrpbs/travel.html**